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30 Sept 03

**Addendum #4**

RFP# B02894

Title: Automatic Collection System

Submission Deadline: 9 Oct 03 @ 1:40 PM

- Twenty additional vendor questions / State responses are posted for review. These questions were discussed at the pre-proposal meeting
- There is an opportunity for interested parties to view Division of Taxation workstation in operation. This is a site visit / site visit simulation. At that time, additional questions relating to the operations may be asked.
  - Date: 1 Oct 03 (Wednesday) at 9:00 AM
  - Location: Dept. of Administration / Division of Taxation, One Capitol Hill, Providence (Meet in the 1<sup>st</sup> floor lobby)

A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO  
Administrator of Purchasing Systems

## B02894 MeetingSummary

- 1) p. 2 Instructions and Notifications to Offerors. If additional hardware and/or software are needed, how long would be needed for the Rhode Island Division of Taxation (Division) to acquire the hardware or software?

*Provided the hardware vendor has the items available we usually have the assets wit in two weeks.*

- 2) p.3 Scope of Work. Does the Division have a penalty and interest calculation module that the collections system can interface with? If yes, is it expected that the collections system will interface with this module? If there are multiple penalty and interest modules, please describe each module.

*The Division doesn't have a penalty and interest calculation module.*

- 3) p. 4, Current System Architecture. What is your preferred hardware platform- AS/400, IBM Mainframe or a UNIX operating system on Sun or HP? What is your preferred database ? Oracle or DB2?

*Windows based OS, we do not have a preference for the hardware. •SQL Server.*

- 4) p. 4, Current System Architecture. Does the Division have a preferred reporting tool such as Business Object?

*Crystal Reports*

- 5) p. 4 Requirements. Please provide the number and type of users envisioned for the collections system. Are all of the collectors centrally located?

*Currently 38 users: 1 admin, 5 Supervisors, 32 Collections Officers. All collectors are centrally located at the Division.*

- 6) p. 5 File Management Requirements. Does the Division envision legal actions such as property liens, bank levies, wage levies and/or license revocations to be initiated and released by the collections system?

*No, letters may be generated but we are not going to initiate these actions from the system.*

- 7) p. 5 File Management Requirements. Does the Division envision any bankruptcy functionality to be included in the collections system? If yes, what functionality is expected?

*No, letters may be generated but we are not going to initiate these actions from the system.*

- 8) p.5 & 6 Various Requirements. The RFP indicates that the proposed integrated collections system would replace multiple billing systems Does the division envision utilizing a single source of demographics that all systems utilize? If so, which system will be the system of record? If not, how do you envision assuring that all systems are utilizing the most accurate demographic information available to the division?

*This system will not replace other billing systems it will be a way to combine information from our other systems.*

9) p. 6, Operating Diversity, The RFP indicates that there are multiple billing systems. Please describe the tax types, legacy tax processing systems and billing systems to be interfaced to the collections system. In addition, please describe any external interfaces to be included in the collections system.

*All external information will be provided in the form of export files to update the system.*

10) p.7, Training and Documentation. Do you have training staff? Would a train-the-trainer training approach be acceptable?

*We don't have a training staff we would require a hands on training session.*

11) p.7, System Support and Monitoring. Is on-site support required? If yes, is the specified period of time six months to support the monitoring period?

Yes, we also require application support see question 9 on the third addendum.

12) p.8, Testing. The RFP indicates that the contract must meet Standard of Performance test measures. Please provide the test measures to be met by the system.

*The vendor should state the performance of their system and then upon completion match those performance standards for example Transaction per Minute (TPM).*

13) p. 9 Initial Download The RFP states that there will be no conversion. Is it a correct assumption that no historical information will be brought forward from the billing system, such as past payment information or contact information? In other words, is the only information to be initially loaded into the collections system the current demographic and financial information that would be downloaded by executing the interface(s) built to download information on an ongoing basis?

Yes

14) p.9, Restriction Against Disclosure. The RFP provides that the contractor agrees to keep information related to the identity of respondents confidential. Does this section refer to keeping taxpayer information confidential?

Yes

15) p.12 Competitiveness of Cost. The scoring of the responses includes 40 points for cost. A best practice among many private firms and states is to factor in to the scoring criteria a Return on Investment (ROI) that the system can document in other implementations. Would you consider amending the RFP to include evaluating the proposals based on estimated ROI of the system?

*We are not going to change the RFP but feel free to include that information or any other information that will illustrate the financial benefits of your system.*

16) Several states are strengthening tax compliance utilizing "benefits funding" to pay for systems implementations from the additional revenues the solutions produce. This enables states to maximize their compliance revenue and yet not cost any up-front dollars. The benefits funded vendor is paid only when the system generates the additional, incremental revenues. Has Rhode Island considered this approach, and could it be utilized in this procurement?

*Yes we have and we are not interested in that type of approach.*

17) The RFP states that there are 30,000 delinquent accounts. It would be helpful to have additional operational information on the administration of Rhode Island accounts receivable as well. Please provide the following information:§ Please provide the dollars of delinquent taxes collected during the last full fiscal year. If these data are available by tax type, it would be helpful. If these data are available for the previous two years, that would also be helpful.§ Please provide the current number of delinquent accounts (number of accounts and dollars). If these data are available for the previous three years, that would be helpful.

*We average about 30,000 delinquent accounts and about \$30,000,000 collected a year.*

18) In preparing a proposal for a system of strategic importance to the Division and the State, we often find it helpful to both the state tax operation and AMS to be able to discuss in some detail the present operation and your vision for the future. Would it be possible to amend the RFP to include some limited time for each prospective vendor to meet with collections officials of the division and discuss the current situation and their vision for strengthening collections compliance?

No

19) How many workstations will be utilizing the collection system software?

38 Workstations

20) In Appendix 1, Cost Proposal Summary, please clarify what is meant by salary, wages and fringes. Does the salary pertain to our employee's salary and wages? What is meant by operating expenses? Please clarify.

Yes, your employee's salary. Operating expenses would include license that need to be renewed and other reoccurring cost after the completion of the system.